

ROLE PROFILE

Job family	Regulation & Technical	Role profile number	RT06-0392	Grade F
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Job purpose: Monitor and enforce prescribed regulatory areas, which will include but is not limited to, recommendations regarding infringement, resolution advice, event based activities.

Grade F posts focus on providing advice and guidance to both internal and external stakeholders on less well established situations but still within a general framework. Posts at this level require the ability to undertake more involved tasks gained through practical knowledge and experience or through formal qualifications.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	A levels or national diploma or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Licence / certificate / qualification required for the role.
Knowledge and Skills	Previous relevant and practical experience. A thorough understanding of relevant procedures and working practices. Knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Good communication and interpersonal skills, able to explain simple technical / legal issues in a straightforward manner Assist and contribute towards technical reports Awareness of other areas of the authority relevant to the service Good verbal and written communication skills. Good organisational skills and the ability to prioritise workloads and achieve deadlines Numerate and accurate with attention to detail.
Creativity and Innovation	Work on own to manage own activities. Creativity may be required when dealing with minor problem solving, working within specific guidelines and procedures. Identify areas where improvements could be made within own role Plan and co-ordinate activities within a structured environment. Draft documentation will need to be reviewed by a senior colleague. Research and analysis of information to highlight and prioritise issues for further investigation May research and resolve problems as part of a support team.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Contacts will include: Colleagues, customers, members of the public, and stakeholders. Co-operate with and support colleagues and managers. Escalate problems / issues as necessary. Be a point of contact for clients, providing immediate assistance where situations may not be straightforward. Liaise with external agencies / contractors to exchange information as required
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices The consequences of the decisions will have a material effect on the service. Make decisions on compliance / legal issues as required. Collate, enter, process and analyse information /evidence. Organise and maintain records and documents using appropriate process / system.

Factor	Relevant Job Information
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	Majority of work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions. Work potentially involving some risks due to nature of activities being provided and / or environment.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary

ROLE DESCRIPTION

Role description:	Civil Enforcement Officer	
Role profile family:	Regulation & Technical	
Role profile number and grade:	RT06-0392	Grade F
Number of posts:	35	
Service/Team:	Parking Services	
Reports to:	Civil Enforcement Supervisor	

Job Family overview

Regulation & Technical job family overview:

Monitoring and enforcement of prescribed regulatory areas. Provision of services of a technical, vocational or specialist operational nature to internal and external customers

- Assessment of physical or administrative situations
- Judgement or recommendation regarding infringement
- Advice on resolution to participant
- Delivery of authoritative technical services to meet specific event based request
- Vocational and / or theoretical knowledge and skills in specific discipline

Service / function Context

The overall responsibilities of the service/function are:

- Strategic and operational management of Parking Services
- Managing and delivering Parking Strategies
- Parking appeals and administration processes
- Recovery of outstanding parking debts
- Management of residents parking schemes and other associated permit schemes.
- Managing multi storey, surface and the Park & Ride car parks.

Job Purpose

To patrol the Council's car parks and public roads subject to parking regulations under the Traffic Management Act 2004. To act as an ambassador for the Council and advise customers on parking related issues. To work with partnership agencies on related matters whilst carrying out the above duties. To report defects within car parks and in relation to lines and signs on the highway.

To be the first point of contact for the council on the street, responding to enquiries regarding all aspects of council services and guide visitors to required destinations.

To provide an efficient and effective service of parking enforcement, in order to minimise illegal parking acts through the issue of Penalty Charge Notices in appropriate cases.

Specific duties and responsibilities include:

- To patrol the streets and car parks throughout the County, including working outside of previous working areas, to enforce compliance with parking restrictions on a shift system covering weekends and evenings on a rota system
- To collect evidence of vehicles to prove contravention of regulations. To decide to issue Penalty Charge Notices or Warnings and record electronic, written and photographic evidence to the standard required for legal action. To give evidence in person at the Traffic Penalty Tribunal
- To be conversant, following training, with current National and local parking legislation. To apply the legislation fairly and legally in practical situations
- To deal politely and effectively with enquiries from members of the public. To explain the legal aspects parking enforcement, to customers, and other agencies. To act as first point of contact on minor issues; to provide local information to the public; on how to contact the Council in regard to any issue or service
- To monitor, inspect and record the condition of pay and display machines, signs, roadside furniture and signage and report defects to the supervisor. To make minor repairs, install ticket stock and to clean machines as appropriate
- To wear the issued uniform and safety clothing and ensure it maintained in clean and tidy order. Ensure that required identification is carried and that Council vehicles are driven safely and in accordance with the defined policies for drivers
- To clear areas of street or car park for community events, suspension of bays or statutory road works

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to A Level or relevant experience
- Customer service skills
- The ability to converse with all sections of the community in a professional manner when representing the Council
- The ability to provide evidence to the standard expected of the service when issuing Penalty Charge Notices
- The ability to keep calm under pressure, intimidation and threats and handle difficult situations and conversations professionally with making the difficult technical decisions
- To show a can do attitude to providing the service on behalf of the Council and the public
- Ability to walk long distances in all weathers
- To have high standards of cleanliness to perform cleaning duties at sites
- To work unsupervised for long periods
- To represent the council in a professional manner
- Ability to work shift patterns including weekends as required
- To be flexible in locations of work and duties undertaken
- Fluent in English

Desirable

- Understanding of the Traffic Management 2004 and associated legislation
- Experience in working in a public facing role
- Experience in working outside in all weathers

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input checked="" type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>

This role is not politically restricted	<input checked="" type="checkbox"/>
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Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding

<p>For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>

